

**#27**

# **Practical Support Expectations**

*If it matters to you, it  
matters to us....*

## Why this review?

### Purpose of the theme

Understand customers' views on what sort of practical help they expect regarding odd jobs in & around the home.

### When did we undertake the survey?

Throughout February & March 2021

## You said...

### Thank you for your support!

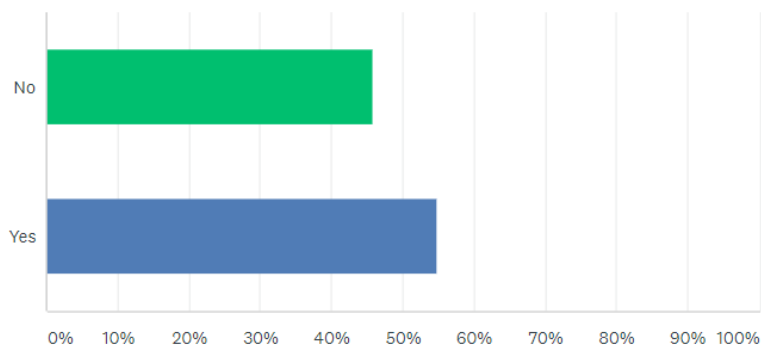
We received information from \_\_\_\_\_ of our customers

These were the responses our e2i Co-ordination Team received:

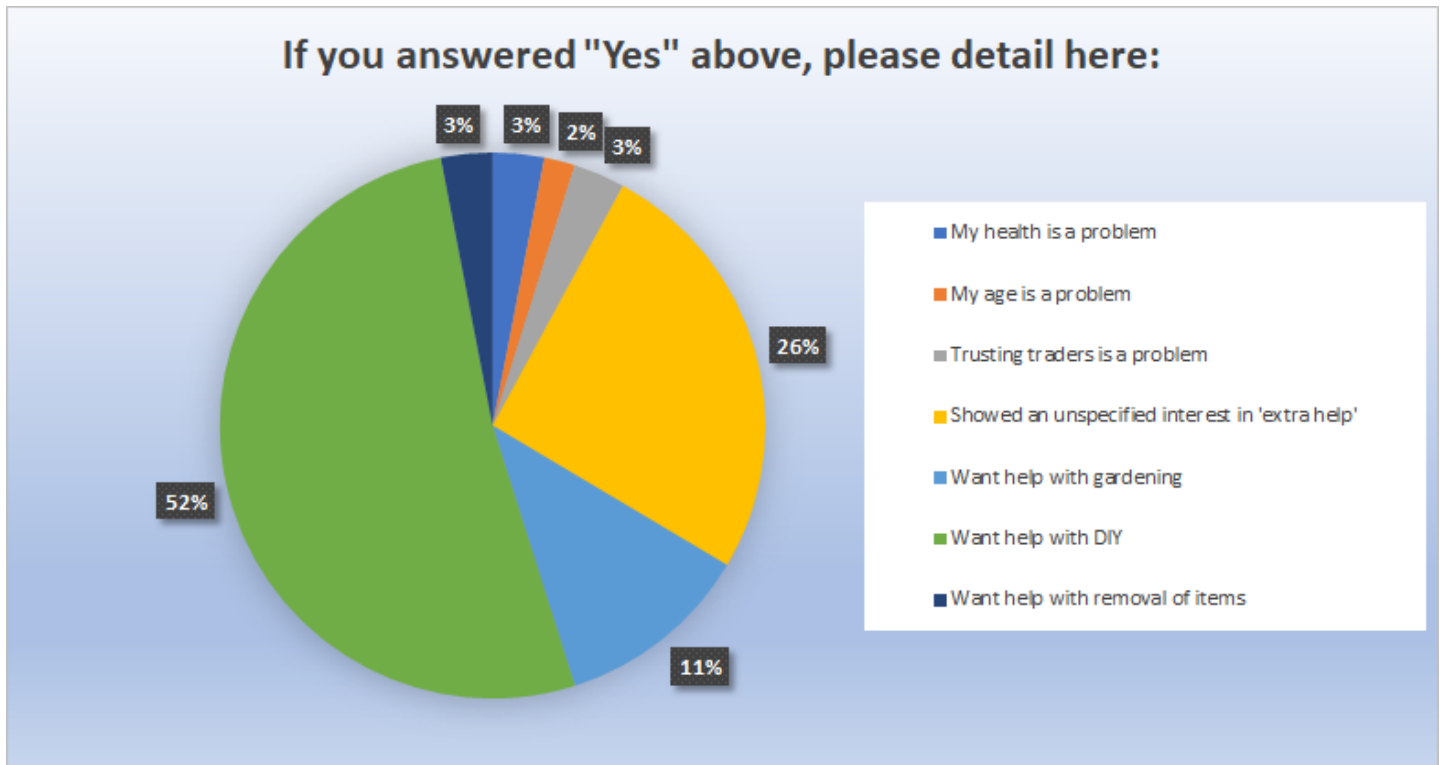
**1/ Do you feel that you need more practical help to live more independently (eg decorating the inside of your property / putting up shelves / gardening)?**

Do you feel that you need more practical help to live more independently (eg decorating the inside of your property / putting up shelves / gardening)?

Answered: 305 Skipped: 0



**2/ If you answered "Yes" above, please detail here:**

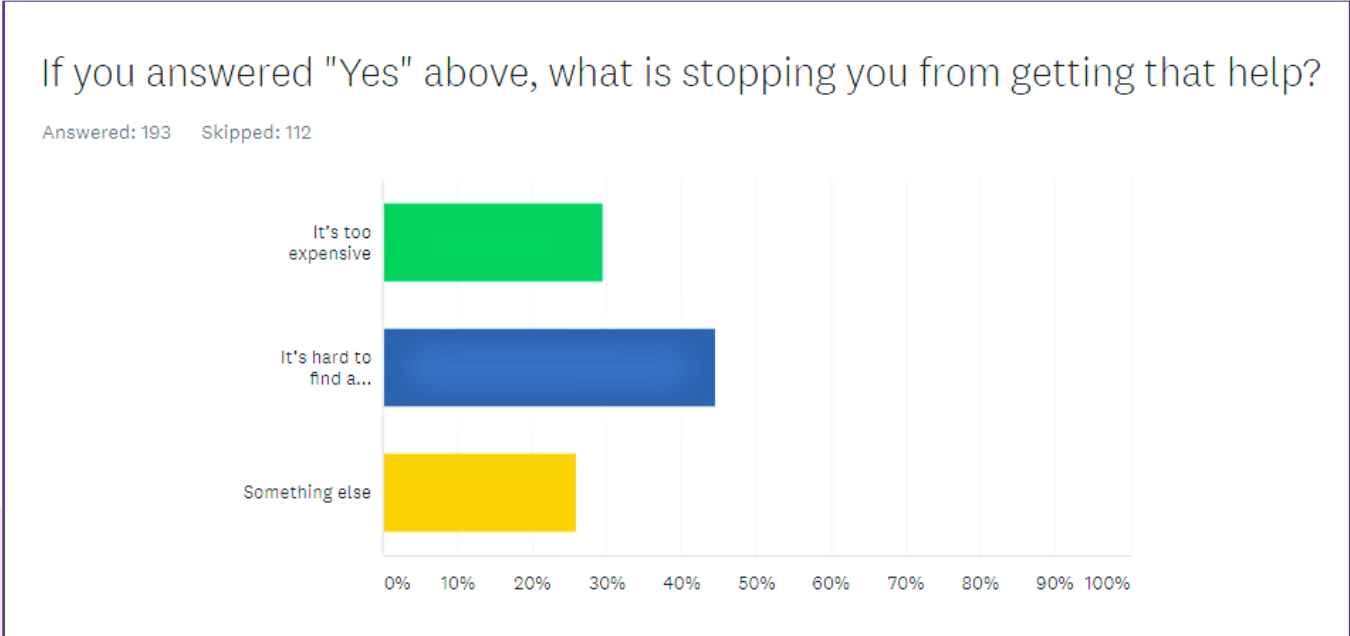


**These were some of the comments we captured:**

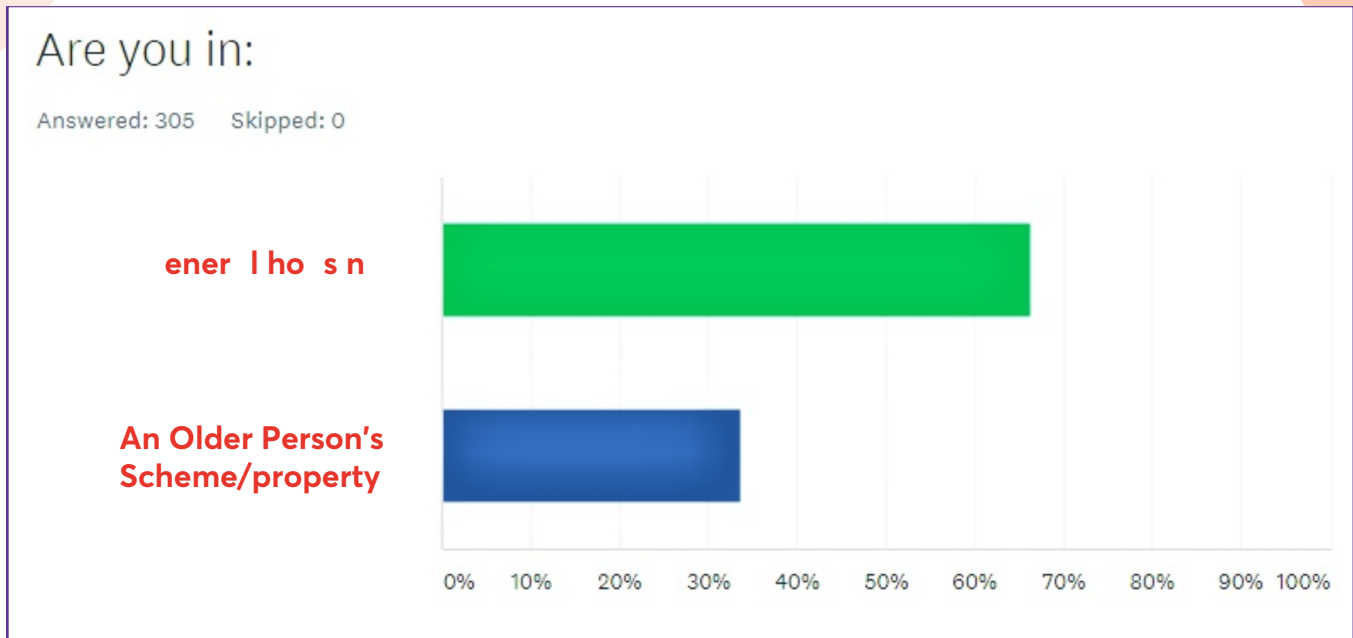
- "Too old to do it myself and don't know anyone trustworthy to carry out the task."
- "It's hard to find a reliable, cost effective source."
- "Decorating, shelving, pictures, getting rid of white goods/old furniture."
- "Nice to know of someone who can take items to recycling centre. I don't have access to a car to take items."
- "I would have a long list of jobs, worry about who you are inviting into your home, if ateb could vet and recommend that would be great."
- "This would be wonderful! I am too poorly to do things like this. To be able to pay someone I trust to do properly would be fantastic."
- "Getting help in is difficult, expensive and knowing someone to trust."
- "Yes because (I'm) on my own and can't do everything."

- "Putting up shelves, putting together furniture (for example a new fan), changing light bulbs"
- "As a wheelchair user and husband not very well would love some help."
- "As I am getting older I can't do everything, it would be a good service to know is there as it gives extra security."
- "I am a single mum of 5, having reliable help would be such a help. And I would expect to pay for this, but being affordable and dependable would make the world of difference."
- "(The service would) need to be affordable, as I don't have a lot of spare money but this sounds like an excellent idea."
- "This would be marvellous, friends not always available, even just for advice."
- "Decorating would be useful, putting up pictures/shelving."
- "Help with Flat pack items would be a godsend."
- "Would be really helpful, struggle with these jobs due to health conditions, no family support."

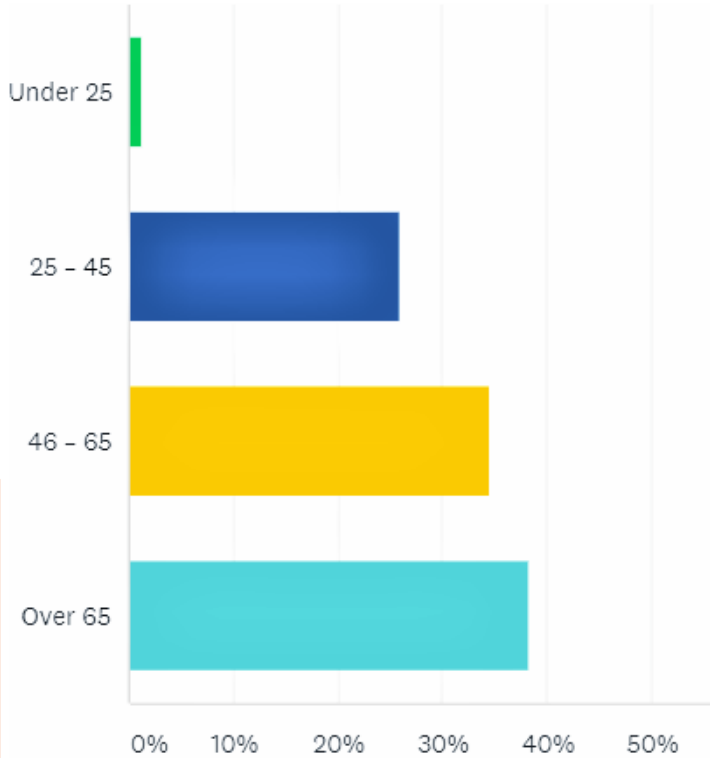
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From our research from our customers, please tell us what extra you do not



## We did...

Based on the e2i theme findings we intend to undertake the following Improvement Actions:

1. it was mentioned that PLANED's Directory of Care, providing a list of carers, but also trusted handy-people, is a bit wordy; that it could be more identifiable to customers & made more customer friendly; it was suggested that we ask the author in to talk to us. (Improvement Action)
2. The Trading Standards vetted selection of traders/helpers also needs to be explored more & made available to ateb customers. (Improvement Action)

**To discuss with staff & other ateb customers the progress made with these improvement actions, please come to our Survey Planning Group which is currently scheduled for 14/09/21 @ 10:00, but please keep an eye on our website for updates.**

**We really appreciate all those involved in this theme review**

*Need to know more or raise an issue?*

**e2i / If it matters to you, it matters to us**

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